

OFFICE OF LICENSING (OL)

WHAT DOES OL DO?

- Issues licenses that authorize a public or private agency to provide human service programs.
- Conducts surveys, investigations, and home studies of facilities, agencies, and foster homes.
- Investigates complaints regarding any licensed facility or licensee.
- Conducts criminal and abuse background checks for individuals applying or renewing a human service license.

WHO IS REQUIRED TO HAVE A HUMAN SERVICE LICENSE?

Any person, agency, or governmental unit who provides a human services program or facility within the state of Utah must be licensed and comply with Human Service licensing rules.

WHAT KINDS OF PROGRAMS OR SERVICES NEED TO BE LICENSED?

- Adult Day Care
- Adoption Agencies
- Child Placing
- Crisis Respite (Family Support Centers)
- Day Treatment
- Domestic Violence Shelters and Treatment Programs
- Foster Care Homes
- Intermediate Secure Care
- Mental Health Treatment Programs
- Outpatient Treatment
- Programs for People with Disabilities
- Residential Support
- Residential Treatment
- Social Detoxification
- Resource Family Home
- Substance Abuse Treatment Programs
- Youth Treatment Programs

Refer to the Acronyms and Definitions section of this document for the specific definitions of these programs and services.

TIP



Anyone considering licensure for Day or Residential treatment should apply for licensure prior to obtaining a physical facility or providing any services.

WHAT AREAS DOES OL REVIEW?

- Basic health and safety standards which is limited to:
 - ▶ Fire safety
 - ▶ Food safety
 - ▶ Sanitation
 - ▶ Infectious disease control
 - ▶ Safety of the physical plant
 - ▶ Transportation safety
 - ▶ Emergency preparedness
 - ▶ Administration of medical standards and procedure
 - ▶ Consumer safety and protection
- Minimum administration and financial requirements for licensees.

TIP



OL does **not** assess the effectiveness, quality or appropriateness of the treatment and intervention services provided by the licensee. OL is only authorized to determine if the facility meets basic health standards and that minimum administrative procedures are in place.

HOW LONG DOES THE LICENSING PROCESS TAKE?

- Treatment Programs: The length of time to complete the licensing process depends on the type and size of the program and the degree to which the applicant has competed policies and procedures and complied with zoning, fire, and health requirements. The average length of time to complete licensure is 3 to 4 months.
- Foster Care: The prospective foster parents must complete 32 hours of training, provide names of references, complete an application, submit a medical report prepared by a physician, receive a criminal background check, and have a home study completed prior to receiving a license. This usually takes 2 to 3 months to complete.

CRIMINAL AND ABUSE BACKGROUND SCREENING

WHAT IS THE PURPOSE?

To protect children from individuals who have:

- Committed and been convicted of serious crimes;
- Conduct that is contrary to the safety and well being of children;
- Committed acts of abuse, neglect, or exploitation of a child or vulnerable adult.

WHO IS REQUIRED TO HAVE A BACKGROUND SCREENING?

- Anyone 18 years of age or older residing in a foster home or other home based care.
- Owners, directors, members of the program's governing body, employees, providers of care, or volunteers of a licensed program or service.

WHAT INFORMATION IS REQUIRED?

- Photocopy of a driver's license or other Government Issued picture identification.
- Completed Background Screening Request Application.
- If the individual has not lived in Utah for the last five consecutive years, fingerprint cards must be submitted to conduct a FBI national criminal history record check. The fingerprints can be obtained from a law enforcement agency. The applicant must pay a fee of \$24 for the record check.

HOW LONG DOES A BACKGROUND CHECK TAKE?

- Within 30 days from the time all information is received, the background check should be completed. However, 80% of approved background checks are completed within 10 working days.
- FBI national criminal history record checks can take up to 90 days to process.

TIPS



Delays in completing the background checks are usually due to:

- Incomplete information
- An arrest record without a final disposition, which requires OL to wait for the final disposition to complete the screening process.
- Review of the criminal and/or abuse record by the DHS Review Committee.

WHO IS APPROVED?

- A person with no criminal history or the only offenses are misdemeanors not involving domestic violence, lewdness, battery, offenses against a family or person, pornography, prostitution, or any type of sexual offense, and the conviction date is older than five years, and
- The management information system does not indicate the person as a perpetrator of abuse, neglect or exploitation.

WHO IS DENIED?

- A person convicted of a felony.
- A person convicted within the last five years of misdemeanors involving domestic violence, lewdness, battery, offenses against a family or person, pornography, prostitution, or any type of sexual offense.
- Credible evidence exists that the person poses a threat to the safety and health of children and vulnerable adults.

WHAT SITUATIONS REQUIRE FURTHER REVIEW BY THE DHS REVIEW COMMITTEE?

- A person identified as a perpetrator of abuse, neglect or exploitation.

- Misdemeanor offenses that have occurred within the last five years.
- Failure to disclose criminal conviction history on the Background Screening Request Application.

IF A RELATIVE IS WILLING TO CARE FOR A CHILD, DOES THE LICENSING PROCESS HAVE TO BE COMPLETED BEFORE THE CHILD IS PLACED WITH THE RELATIVE?

The Office of Licensing and the Division of Child and Family Services (DCFS) have the following “emergency kinship” procedure:

- DCFS staff will conduct the criminal background check and complete a kinship home study. This information is presented to the judge at the shelter hearing.
- The judge determines if the relative family is fit and willing to care for the child and if DCFS or the relative family will have custody of the child.
- If DCFS is granted custody, the caseworker will request OL to issue a 90-day conditional kinship/specific license to the family. The conditional license will allow the family to complete the required training and any other licensing requirements.
- If the relative is granted custody, no license is required.

IF A CHILD IS PLACED WITH A PERSON WHO HAS A RELATIONSHIP WITH THE CHILD BUT IS NOT A RELATIVE, WHAT IS THE LICENSING PROCESS?

- The DCFS caseworker must complete and submit to OL the following:
 - ▶ Request for Licensing Specific Foster Home
 - ▶ OL Short Form Home Study
 - ▶ Names of 2 references
 - ▶ Background screening

OL will issue a 90-day conditional license, refer the applicant to the Utah Foster Care Foundation for training, and conduct a Resource Family Assessment.

HOW CAN INFORMATION ABOUT THE QUALITY OF A PROGRAM BE OBTAINED?

Human Services licensing addresses only minimum health and safety criteria. The best method to determine if a program meets your expectations is to visit and spend time talking with staff and/or clients. Also, ask for references. The more information obtained about a program, the easier it will be to make a decision.

IS THERE A WAY TO FIND OUT IF A PROGRAM HAS HAD COMPLAINTS FILED AGAINST IT?

After making initial contact with a program and questioning the staff or clients, feel free to contact the licenser of the program. The licenser can provide results of the latest licensing visit, the current license status and basic information on substantiated complaints in the program file.

HOW DO I FIND OUT IF A PROGRAM OR SERVICE IS LICENSED?

Contact the OL Administrative Office in Salt Lake at 801-538-4242, or check the current status on the website at: www.hslic.utah.gov

WHERE ARE SERVICES LOCATED?

Region	Office	
Salt Lake	Rachel Bicknell, SSW Foster Care 120 N. 200 W. Suite 303 Salt Lake City, Utah 84103 (801) 538-4402 FAX (801) 538-4553	Kathy Campos, SSW Foster Care 120 N. 200 W. Suite 303 Salt Lake City, Utah 84103 (801) 538-3980 FAX (801) 538-4553
	Jeanette Sanders, SSW Foster Care 120 N. 200 W. Suite 303 Salt Lake City, Utah 84103 (801) 538-3950 FAX (801) 538-4553	Merlene Olsen Foster Care 120 N. 200 W. Suite 303 Salt Lake City, Utah 84103 (801) 538-4254 FAX (801) 538-4553
	Janice Winman Foster Care 120 N. 200 W. Suite 303 Salt Lake City, Utah 84103 (801) 538-9837 FAX (801) 538-4553	
Eastern	Claudia Black Foster Care 522 North 100 East Blanding, Utah 84511 (435) 678-1470 (435) 259-3747 FAX (435) 678-1472	Sue Brewer Foster Care & Treatment 1052 West Market Drive Vernal, Utah 84078 (435) 781-4263 FAX (435) 781-4270
	Richard Cornaby Foster Care & Treatment 140 W. 425 So. (330-15) Roosevelt, Utah 84066 (435) 722-6573 FAX (435) 722-6566	Jim Jennings, SSW Foster Care & Treatment 475 W. Price River Drive #152 Price, Utah 84501-2857 (435) 636-2363 FAX (435) 636-0224
Western	Suzanne Chavira Foster Care & Treatment 377 E. Riverside Drive #B St. George, Utah 84790 (435) 674-3944 FAX (435) 652-2988	Jeanne Finefeuiaki, SSW Foster Care 150 East Center Street, 5 floor Provo, Utah 84606 (801) 374-7286 FAX (801) 374-7822
	Deborah Howard, SSW Foster Care 150 East Center Street, 5 floor Provo, Utah 84606 (801) 374-7881 FAX (801) 374-7822	Kelly C. Husbands, SSW Foster Care PO Box 50 Nephi, Utah 84648 (435) 623-7528 FAX (435) 623-4174
	Margo Johnson, SSW Foster Care & Treatment 377 E. Riverside Drive #B St. George, Utah 84790 (435) 674-3946 (435) 674-3978 FAX (435) 652-2988	Nicci Niman Foster Care & Treatment 377 E. Riverside Drive #B St. George, Utah 84790 (435) 674-3944 FAX (435) 652-2988
Northern	Sharon Christensen, SSW Foster Care 115 W. Golf Course Road Suite B Logan, Utah 84321 (435) 787-3415 FAX (435) 787-3444	Mindy Lundgreen Foster Care 1350 E. 1450 So. Clearfield, Utah 84015 (801) 776-7452 FAX (801) 776-7454
	Sharol Morris, SSW Foster Care 1350 E. 1450 So. Clearfield, Utah 84015 (801) 776-7451 FAX (801) 776-7454	

ADMINISTRATION

Mailing & Street Address

120 north 200 West, room 303
Salt Lake City, Utah 84103
(801) 538-4242; Fax: (801) 538-4553

Ken Stettler
Jan Bohi

Director
Office Manager

(801) 538-4242
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ACRONYMS & DEFINITIONS

Adult Day Care:	Provides a variety of health, social, recreational, and related support services in a protective setting for functionally impaired adults.
Adoption Agencies:	Places a child permanently into a home for adoption.
Child Placing:	Provides custody or care for children under 18 years of age, temporarily or permanently for the purpose of adoption or foster care.
Crisis Respite:	Family Support Centers. Designed to offer immediate, temporary respite care (up to 72 hours) to protect children and to help families cope with crisis.
Day Treatment:	Specialized treatment for less than 24 hours a day, for four or more persons who have emotional, psychological, developmental, physical, or behavioral dysfunctions, impairments, or chemical dependencies.
Domestic Violence Shelters & Treatment Programs:	Designed to provide a safe haven for victims of domestic violence and the resources to obtain help in resolving crisis-related problems.
Foster Care Homes:	Short-term placement of a child who is in the custody and guardianship of the State of Utah.
Intermediate Secure Care:	Specialized 24-hour residential treatment for persons who cannot live independently or in a less restrictive environment. Secure treatment differs from residential treatment to the extent that it requires intensive supervision, and other security measures which are imposed on residents with neither their consent nor control.
Mental Health Treatment Programs:	Provides residential treatment/support, day treatment, and outpatient treatment services to people experiencing mental health problems.

Outpatient Treatment:	Provides individual, family, or group therapy or counseling designed to improve and enhance social or psychological functioning for those whose physical and emotional status allows them to continue functioning in their usual living environment.
Programs for People with Disabilities:	Includes homes for disabled persons and day treatment sites where disabled persons work.
Residential Support:	Provides the necessities of life as a protective service to individuals or families who are experiencing a dislocation or emergency, which prevents them from providing these services for themselves or their families. Treatment is not a necessary component of residential support, however, treatment shall be made available on request.
Residential Treatment:	Provides a 24-hour group living environment for four or more individuals while providing for or arranging for the provision of specialized treatment.
Resource Family Home:	Provides services to a child in the custody of the state, including foster care homes and legal risk homes.
Social Detoxification:	Short-term residential services provided outside of a health care facility for persons who are intoxicated.
Substance Abuse Treatment Programs:	Provides treatment and rehabilitation services to those who are having difficulty with alcohol or drugs. Services offered include: social detoxification, residential treatment/support, day treatment and outpatient treatment.
Youth Treatment Program:	Provides a variety of services to minors including: temporary child placement, day treatment, outpatient treatment, residential support, residential treatment, intermediate secure treatment, and outdoor youth programs.